

WHAT IS CLAIMED IS:

1. A network based self-help system, constructed by a network communication system connecting a network management center and a plurality of customer terminals, which is characterized in that said network management center in said system is comprised of hardware portions: a network center server, auxiliary PCs or the embedded operation system, network equipment including network cards in server and network cables, and software portions: an information data database, a network management database, an electronic business database, management software, encrypt key authentication and an information safety software package including a firewall or VPN system; said customer terminal is comprised of a customer terminal host and customer terminal slaves, said customer terminal slaves are chosen according to the requirements of the local user and was composed with a plurality of terminal server cabinets constructed in a building block way and providing different service items and contents; said network communication system is comprised of the Internet, a wired and / or wireless local area network and computer buses.

2. A network system based self-help service according to claim 1, characterized in that said information data database is comprised of a database storing all kinds of information collected by the system for the local public and an dedicated Internet web site.

3. A network system based self-help service according to claim 1, characterized in that said customer terminal host is comprised of a PC host, a touch screen display, a keyboard, a communication and control panel, a communication and control interface connected to said network management center, a communication and control interface connected to all types of cash dispensers in the main cabinet, a communication and control interface connected to every customer terminal slaves, paper currency and coin receiver, a value storing card reader, a value adding card reader, IC card reader or magcard reader, a small change machine, a telephone and / or mobile phone bank payment module, general purpose computer operating software, data management software for said host and said slave, a software system for the communication with said network management center and a software system for the network and data safety maintenance.

4. A network system based self-help service according to claim 1, characterized in that said customer terminal slave is comprised of 2~6 cabinets of dispensers and / or card dispensers and / or information service machines constructed by way of building block, said customer terminal slave may provide 6~30 service items.

5. A network system based self-help service according to claim 1 or 4, characterized in that said dispensers in said customer terminal slaves are food

dispensers, beverage dispensers or general merchandise dispensers.

6. A network system based self-help service according to claim 1 or 4, characterized in that the card dispenser in the said customer terminal slaves is a ticket dispenser, a card dispenser, or a combination of them.

7. A network system based self-help service according to claim 1 or 4, characterized in that said information service machine is an information query machine, a video telephone set, a printer or a photocopier, or a combination of them.

8. An operating method for the network system based self-help service, characterized in that:

(1) the customer selecting on the terminal host service contents and payment method;

(2) said terminal host automatically generating terminal information, and transmitting it to the network management center in real time;

(3) upon receiving said terminal information by the network management center, the network management center performing corresponding processing in the information data database, the network management database or in the electronic business database;

(4) said network management center returning said processing results to the terminal host;

(5) said terminal host performing settlement according to the payment method chosen by the customer;

(6) said terminal host communicating with at least one customer terminal slave, in order to control it or them to provide all kinds of services.

9. The method according to claim 8, characterized in that said information data database processing in said step (3) comprising the following steps:

(1) said customer selecting information service on the terminal host;

(2) determining payment method;

(3) said terminal host generating an information service request message, and transmitting it to the network management center;

(4) said network management center extracting corresponding information from the information data database, and returning it to the terminal host;

(5) said customer terminal host performing payment according to the payment method selected by the customer;

(6) said terminal slave providing information services.

10. The method according to claim 8, characterizing in that said step (3) of network management database procedure further comprising the following steps:

(1) the terminal host generating according to the status of operation of the terminal host terminal information, including merchandises remained, currency

remained, merchandise consumption request and operation status message data;

(2) said terminal transmitting the information data generated by the terminal host to the network management center;

(3) said network management center modifying the original data in the network management database, and transmitting the processing results back to the terminal host;

(4) the customer terminal host performing settlement according to the payment method chosen by the customer;

(5) said terminal slave providing merchandise service.

11. The method according to claim 8, characterized in that said step (3) of electronic business database processing further comprising the following steps:

(1) the terminal host modifying the messages on the value adding card;

(2) transmitting the value adding card messages modified to the network management center;

(3) said network management performing corresponding modifications to the electronic business database, and transmitting the processing results back to the terminal host;

(4) the terminal host performing settlement;

(5) the terminal slave providing services.

12. The method according to claim 8, characterized in that the payment procedure of said step (5) further comprising the following steps:

(1) the customer choosing payment method;

(2) entering the cash payment procedure if cash payment method is chosen;

(3) entering the value storing card payment procedure if value storing card payment method is chosen;

(4) entering the value adding card payment procedure if value adding card payment method is chosen.

13. The method according to claim 12, characterized in that said cash payment step comprising:

(1) inputting cash into the cash receiver;

(2) verifying the amount of the currency input;

(3) making sure that the amount of input currency is not less than that should be paid;

(4) the terminal slave providing service and the small change machine giving out small change.

14. The method according to claim 12, characterized in that said value storing card payment step comprising:

(1) inputting the card into the value storing card reader;

(2) authenticating the card;
(3) verifying that the amount stored in the card is not less than that should be paid;

(4) performing settlement, outputting the card;
(5) the terminal slave providing service.

15. The method according to claim 12, characterized in that said payment step by means of value adding card further comprising:

(1) inputting the card into the value adding card reader;
(2) authenticating the card;
(3) verifying that the amount stored in the card is not less than that should be paid;

(3-1) determining whether to fill value into the card if the amount in the card is less than that should be paid;

(3-2) inputting currency into the cash receiver for value filling, in order that the amount in the card is more than or equal to that should be paid;

(4) performing settlement, outputting the card;
(5) the terminal slave providing services.

16. The method according to claim 8, characterized in that the control step of communication between said terminal host (6) and terminal slave comprising:

(1) the terminal slave distributing service request information to different slaves according to service items and contents;

(2) the terminal slave verifying the type and the quantity of the merchandises, and receiving an instruction indicating that payment has been performed and service may be provided;

(3) the terminal slave controlling merchandise output cabinet to output merchandises, and transferring the type and quantity of sold merchandises or the time of the information service takes back to the terminal host;

(4) the terminal host controlling small change machine giving out small change, or the card reader outputting the card;

(5) the terminal host modifying the database for the merchandises remained and the database for the currency remained;

(6) the terminal host sending the modified data to the network management center.